

CITY OF CARLSBAD CLASS SPECIFICATION

JOB SERIES: **APPLICATIONS ASSOCIATE ANALYST,
APPLICATIONS ANALYST, SENIOR
APPLICATIONS ANALYST**

DEPARTMENT: **INFORMATION TECHNOLOGY**

Distinguishing Features and Summary Description:

The primary objective of this job series is to evaluate, recommend, install/integrate, test, maintain and monitor performance of software products and provide technical support to end users and/or Business Systems Specialists in a multi-client, multi-vendor software environment. Incumbents in this job series confer with end users to determine types of hardware and software required and provide or assist with training in use of equipment and software.

The **Applications Associate Analyst** is the basic level class in the applications job series; considered experienced but still a learner. Incumbents in this classification receive occasional instruction or assistance as new or unusual situations arise and are expected to be fully aware of standard operating procedures and change control processes to resolve end user problems. The **Applications Analyst** performs at the journey level and may perform as a lead on appropriate level projects. The Applications Analyst provides analysis, development and support for the network integration of applications that encompass end users across the City. The Applications Analyst is responsible to research unique solutions to multiple assigned software application(s) and is capable of performing custom implementations, upgrades, report development and installation packaging to deploy software applications. The **Senior Applications Analyst** performs at a lead and/or supervisory level and provides support to end users on sensitive or complex applications that have significant impact on the organization. The Senior Applications Analyst is responsible to independently create and deploy unique solutions to end users with or without assistance from vendors. This is the most senior level position in the job series.

Essential Duties and Responsibilities: The following duties are typical for this job series and include the following. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties from those listed below to meet the City's business needs and changing operating practices. Other duties may be required and assigned.

APPLICATIONS ASSOCIATE ANALYST

Facilitates vendor processes with Applications Analysts and Network Engineers.

Supports end users by performing basic to moderate front end application interface development, programming or configurations.

Provides basic or routine back end interfaces with guidance from Application Analysts or Network Engineers.

Participates on community of interest team projects.

Maintains and supports applications and/or databases necessary for efficient functionality of assigned software solution(s).

Provides service response to requests by city staff in the utilization and development of database applications.

Deploys tools, upgrades, patches or new software independently or in conjunction with appropriate vendors.

APPLICATIONS ANALYST

Performs the duties of the Applications Associate Analyst in addition to:

Researches and analyzes problems with applications and resolves or formulates solutions.

Develops, documents, maintains reports and interface programs using programming languages and/or applications such as Crystal Reports, MS SQL Reporting Services.

Provides technical assistance on connectivity to peripheral equipment.

Assists end users with implementation of new software releases and upgrades.

Determines, translates and programs business needs and issues into appropriate programming code to resolve end user requests.

Maintains and implements system security for software application(s) in conjunction with Business Systems Specialists.

Develops and maintains application documentation.

Conducts database analysis and subsequent troubleshooting activities.

Researches system enhancements and executes implementation.

Develops databases in conjunction with the database administrator for application software needs.

Assists city-wide teams by providing expertise on software functionality issues and questions and provides deliverables to achieve team objectives.

Designs and develops workflow to support assigned departments to enhance information flow and/or utilization of software and/or systems.

Conducts software application testing and other preparation for software upgrades or new software implementation.

Schedules regular project status meetings with end users and/or vendors.

Ensures change control forms and processes are aligned with standards established by the Information Technology Department and approved by Senior Application Analysts and/or Network Engineers.

Develops front and back end interfaces to integrate multiple software applications.

Establishes appropriate relationships and ongoing dialogue with software vendors; ensures software applications are up-to-date; obtains and applies necessary software patches; obtains assistance from vendor to correct software flaws and/or inefficiencies.

SENIOR APPLICATIONS ANALYST

Performs the duties of the Applications Analyst in addition to:

May perform the role of lead or supervisor; assigns work; distributes workload; authorizes timesheets; assists in recruitment processes and participates in performance reviews.

Assists in the Information Technology Department strategic planning process.

Carries out and develops assigned roadmap(s).

Provides support to staff and ensures the necessary tools and resources required to support their assigned applications.

Provides resources or resolves scheduling conflicts to projects in the Applications Group.

Provides vital resources to significant projects of others.

Assists the department on long range strategic planning.

Provides input on developing department policies.

Develops request for proposals, bids and information and performs contract management in accordance with City policies and purchasing ordinances.

Provides custom or unique creation of scripts, tools and interfaces at a high level.

JOB SERIES KNOWLEDGE AND ABILITIES

Applications Associate Analyst

- Basic understanding of project management practices
- Knowledge of report writing concepts
- Knowledge of programming and scripting such as SQL Transact SQL Scripting
- Knowledge of database structures and systems
- Knowledge of file system administration
- Knowledge of ASP.Net preferred
- Ability to write reports using basic reporting applications
- Ability to provide excellent customer service
- Ability to work independently and within a team

Applications Analyst

Knowledge and Abilities listed in the Applications Associate in addition to:

- Knowledge of dynamic programming languages
- Knowledge of enterprise network infrastructure environment
- Knowledge of database concepts including design, tables, queries, functions, modules, reports and ODBC
- Knowledge of relational databases
- Knowledge of application development such as system analysis and software development lifecycle
- Ability to prioritize and lead projects
- Ability to program and analyze software application problems and issues
- Ability to initiate work
- Ability to support large scale, complex software application(s)
- Ability to develop reports
- Ability to create and meet deadlines
- Ability to deal with multiple high priority issues simultaneously
- Ability to perform basic commands and develop scripts in Unix
- Ability to analyze and research solutions

Senior Applications Analyst

Knowledge and Abilities listed in the Applications Analyst in addition to:

- Ability to develop database application utilizing MS Access, MS SQL, ASP.NET based on end user requirements

- Ability to develop complex reports using reporting tools
- Ability to understand MS SQL and create/maintain databases; create/maintain SSIS packages; assign security roles
- Ability to lead, develop and manage projects of significant scope with considerable impact on the organization
- Ability to deal with controversial or sensitive issues
- Ability to perform analysis at a high level
- Excellent written and oral communication skills

JOB SERIES EXPERIENCE AND EDUCATION

Applications Associate Analyst

Bachelor's degree in Information Technology or Computer Science or equivalent experience in an Information Technology environment.

Minimum of two years experience in an Information Technology environment or a related function performing user support, training, and supporting the installation, development and maintenance of the business intelligence application software and servers, including development of associated metadata and user interfaces.

Applications Analyst

All requirements of the Applications Associate Analyst in addition to:

Minimum three years experience in an Information Technology environment or a related function performing user support, training, and supporting the installation, development and maintenance of the business intelligence application software and servers, including development of associated metadata and user interfaces.

Senior Applications Analyst

All requirements of the Applications Analyst in addition to:

A minimum of five years of professional experience in an Information Technology environment or a related function performing user support, training, and supporting the installation, development and maintenance of the business intelligence application software and servers, including development of associated metadata and user interfaces.

JOB SERIES ESSENTIAL FUNCTIONS

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Language Ability:

- Requires ability to compare, count, differentiate, measure, measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data. Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations. Needs to be able to use a variety of descriptive data and information such as: a variety of plans; resolutions; maps; reports; computer software operating manuals; procedures; guidelines; and routine correspondence.
- Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with City personnel at all levels; consultants; vendors; and the general public.
- Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability: Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability: Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

Physical Requirements:

- Needs to be able to operate equipment and machinery with some requiring rapid adjustments such as a computer keyboard and terminal, digitizer, plotter, blue line printers, photocopier, calculator, drafting instruments, and engineer and architect scale. Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Needs to be able to recognize and identify degrees of similarities or differences between characteristics of colors, textures, and forms associated with job-related objects, materials, and tasks.
- Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time. Must be able to exert light physical effort, typically involving lifting, carrying, pushing and pulling of up to 30 pounds. Tasks may involve extended periods of time at a keyboard or workstation. Needs to be able to perform frequent downward flexion of neck, side-to-side turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.

- Job entails occasional walking, standing, bending, stooping, climbing, reaching at and above shoulders, twisting at the waist, upward and downward flexion of the neck. On an infrequent basis, the incumbent must be able to squat and kneel.
- Work may involve occasional outdoor fieldwork. Overtime and attending meetings outside regular work hours may be required. Work environment is professional and both team and autonomy oriented. This position is impacted by urgent time deadlines due to various reporting and filing requirements. There is some repetitiveness in program coding, a need for extreme accuracy, and paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.
- Must be able to drive and maintain a California Class C Driver's license or ability to arrange transportation for fieldwork or visits to other City facilities when necessary.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the City and the needs of the City and requirements of the job change.

The City of Carlsbad is an Equal opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

APPROVED: August 2008